

## Aukumm Construction Town Hall Meeting

July 1, 2010

### Discussion Topics and Questions

#### 1. Questions submitted by cards:

Subject: Underage kids in housing area-unsupervised (DES)

Grass cutting-not a very good job- random and leaves many patches uncut. (DPW)

Subject: please address to the Germans to paint the marks (white lines) at the intersection of Rheinland Str. and Hamburg Str. (right before left traffic). (DES, DPW)

Subject: Construction workers not paying attention to children around heavy machinery. (TSMO)

Subject: We requested a shed 3 years ago when we moves into out unit and funding wasn't there for one. We grabbed and old one from another house and I'm wondering if we can still get a new shed(cement) with a lock? (DPW)

Response: Project funded to provide for each duplex; TSMO lead to execute work.

Our wall in the basement gets worse on a weekly basis. Does someone need to come and look at it again to speed up the repairs to the sealing around the basement! It's a health issue. (DPW, TSMO)

Subject: Our basement flooded last summer (twice) in August. Housing told us to file with our private insurance company. Please contact us ASAP. (DPW)

Response: Contacted Resident and explain procedure to place claim through Claims Office at JAG. They indicated that they have a statement from housing already. Resident is pleased with the correction.

Subject: Please make a list of resident spouse's emails (not deployed soldiers) for the purpose of communication re: any construction project. (DPW)

Response: Good idea, unfortunately we do not believe we have authority to share personal email account info or names without permission. Instead we do rely heavily on use of flyers to keep tenants informed. This is backed up with use of command channel, TSMO updates on AFN and CIB, and Area/Building/Stairwell Coordinators.

#### 2. Other questions/points:

- When is the actual completion date for a construction project, once the fence is removed, once the area is seeded? (TSMO)

- Who is responsible for checking on construction workers and the progress of work – is it the resident ? It appears that no one is checking. (TSMO)

- Building 7304 basement was flooded; why wasn't the drainage problem caught when the basement was sealed? Resident was told by SJA Claims that personal insurance should be use to file a claim. (DPW)

Response: Contacted Resident and explain procedure to place claim through Claims Office at JAG. They indicated that they have a statement from housing already. Resident is pleased with the correction.

- Has the measures identified on the communications slides been implemented? Resident was not notified of construction marking that occurred on 8 and 9 Jun and construction workers started work on 1 Jul without any notification. (TSMO)

- A family member stated that they are being notified, but no actual time of day is being given. Workers are trying to work with residents but an actual time is needed. She added that morning or evening appointments are "fair." (DPW, TSMO)

Response: DPW service order desk normally arranges morning (0800 – 1200) or afternoon appointments (1300-1600) that resident should be present.

- Resident took three hours off from work for a plumbing appointment, but the workers wanted to leave before the work was complete to go to another work site. Families have lives and personal schedules and cannot change on the whim of the workers. (DPW)

Response: This was one-time incident during back flow prevention contract and has been corrected.

- Is the roofing project complete? There are housing units in Aukumm with old roofs. (TSMO)

- Why are trucks driving against the one way on Hessen Strasse? (DES, TSMO)

Response: This is item to discuss with City of Wiesbaden to make Hessen between Rheinland and Schleswig a two way street.

- Is there a way to slow down traffic on Hessen Strasse? (DES)

A Soldier asked if a speed camera can be placed in the housing area? He stated that there are no traffic restrictions from the top of the hill and cars are driving too fast. (DES)

- There are many kids outside in the construction and other areas away from their parents. The kids will not listen to adults in the area. Can the MPs question the kids about their age and about parental supervision? The kids are causing havoc in the neighborhood. (DES)

- What is a reasonable time to expect the grass on both sides of the street to be cut? Especially the grass by the POV parking. Residents could be told what day the cutters are coming and residents will move their cars. (DPW)

Response: DPW will schedule a meeting with ELW (City service provider) in August to discuss timeframes and frequency that they trim grass between street/parking slots and sidewalk at Aukamm, Crestview and Hainerberg. Once schedule is known then will post to Garrison website and distribute through building/stairwell coordinators.

- Ms Winkler stated that in some areas the strip across from the side walk is cut by the City of Wiesbaden and that there is no predictability for cutting. They show up when they want to. (DPW)

Response: See above

- Resident stated that she called the Garrison and told us the grass at her next door duplex was very tall and the cutters came out that day and cut it. (DPW)

- What building had the leaves in it or was it the house that had a problem with the newly installed drainage system. (TSMO)

- A Chaplain could not clean his drains because the construction fence was in the way. It should not be the building coordinators responsibility if he or she cannot reach the drain. (TSMO)

- Parking spaces are not identified by housing unit. (DPW)

Response: The on-street parking spaces in Aukamm belong to City of Wiesbaden and are public parking spaces.

- A family member stated that construction has taken over the parking lot. She also stated that visitors using the gazebo use the resident parking spaces. This causes problems when residents want to unload groceries. (TSMO, DPW)

Response: DPW has initiated work order to create more parking spaces near Aukamm gazebo/baseball fields.

- Sounds like more parking spaces are needed for the gazebo and residents. (DPW, TSMO)
- What is the reason for the handrails for the basement steps? (DPW)

Response: Rail is safety feature to be added to top of wall encasing basement stairwell at side of duplex to prevent persons from falling over wall into stairwell.

- Basement sealant project will end unless residents want it. (TSMO)
- Is the basement sealant being done for the entire duplex at once or is it by unit? (TSMO)
- Phone line that is down will be up by tomorrow? (TSMO)

## Hainerberg Town Hall Meeting

July 20, 2010

### Questions and Answers

Q1. Parking Lot behind 52 Washington Str. needs to be mowed. The islands in the parking lot have overgrown.

A1. The work has been completed.

Q2. Trash bins are hard to operate with a baby. (Husband is deployed)

A2. If refuse condo is difficult to operate a service order can be called in to check functionality. Perhaps a neighbor can assist with either watching child or helping to put out trash. Properly recycled should result in lighter loads going to paper and yellow recycle or residual waste into condo refuse can.

Q3. The planter beds in the parking area behind 52 Washington Strasse are overgrown. Last year the beds were not mowed until September.

A3. The work has been completed.

Q4. Will we have two designated parking spots per housing unit?

A4. No, the parking along main streets in Hainerberg is owned by city and designated as open public parking. We cannot reserve these spaces unless we control area.

Q5. It is very inconvenient to use the trash condos. The lock is rusted. There are dead mice inside. Resident cannot supervise her children and take out the trash at the same time. Her spouse is deployed. Can we get trash cans like Heidelberg?

A5. Service orders can be called in to service condo. During in and out checks of apartment, condo will be checked for cleanliness and serviceability. Properly disposing of refuse is tenant responsibility. Condo system is effectively utilized throughout Germany. Residents should work with each other to assist with this basic resident responsibility.

Q6. Does Self Help have water hoses that can reach the trash condos from the outdoor water tap?

A6. No.

Q7. If I am not able to return my empty trash container into the condo because of TDY or other circumstances, will I receive a ticket?

A7. Policy letter enforcement is being reviewed. Encourage your reading and compliance with policy. Policy letter can be found at garrison home page or link

<http://www.wiesbaden.army.mil/sites/commander/PolicyLetters/CP%2046%20Trash%20Disposal%20Responsibilities.pdf>

Q8. The Military Police do not seem to be stopping violators of the one way. I have almost been hit head-on. Is the street in front of the ACS a one way?

A8. Yes this is one way road in direction from Colorado Str. to Texas Str. Additional signs have been added at the exit from the Entertainment Center and Army Lodge parking lots.

Q9. Can we call in moving vans for driving against the one way?

- A9. Yes, to Housing Office mil 337-6289 or civ (0611) 705-6289. It would help very much to have time and date and license tag number and we can counsel our contractor to take action to prevent further violations.
- Q10. There have been broken pipes causing a basement to flood. Someone came out to look at the pipes in my apartment and it has made me nervous. I am getting renters insurance. There is a perception that the Garrison is just moving people in without actually checking the pipes and infrastructure of the apartments. Another pipe break happened again today. Did you assess the housing units before moving Soldiers and their Families in?
- A10. Apartments go through thorough inspections between each occupancy and periodic regular maintenance and checks are performed on building systems (utilities, fire alarms, etc.). When issues are discovered they are corrected.
- Q11. We are getting water in our basement in the last two weeks. We think it is coming from clogged drains. Other units are flooded. We can see the water flooding out of the pipes.
- A11. Please provide address to help us locate issue.
- Q12. What is and who is a building coordinator?
- A12. The building coordinator is normally the highest ranking Soldier in building. They are designated on orders to be the liaison between the Garrison Command Sergeant Major and Housing and the building residents. In the orders, instructions and SOPs are provided. During in-checks residents are informed of building coordinator. Rosters with building coordinators are updated continuously based upon PCS, deployment etc. The system relies on tenants working to live together respectful of each other and cooperative to address issues.
- Q13. Everyone in the building is deployed. When the Soldiers are deployed, who is the building coordinator?
- A13. Every effort made to designate someone who is deployed. If everyone in building deployed then housing administrators go to nearest building in the vicinity with a coordinator and assign them the additional responsibility.
- Q14. Military Police seem to always speeding on Florida Str.
- A14. There has been increased enforcement by both the Military Police and German Police in all of the open housing areas in an effort to cut down on traffic violations by both German and American drivers.
- Q15. Germans and Americans both speed.
- A15. There has been increased enforcement by both the Military Police and German Police in all of the open housing areas in an effort to cut down on traffic violations by both German and American drivers.
- Q16. Will we have two designated parking spots per housing unit?
- A16. Regulatory guidance is one reserved spot per residence, which has been temporarily suspended for Hainerberg, Aukamm, and Crestview until the garrison assumes control of the streets.
- Q17. There seems to be a lot of speeding on Florida Strasse.

A17. There has been increased enforcement by both the Military Police and German Police in all of the open housing areas in an effort to cut down on traffic violations by both German and American drivers.

Q18. Is the street in front of the Army Community Service a one way?

A18. Yes, Mississippi Strasse is currently a one way street.

Q19. Can we make the street by ACS a two way street?

A19. Once all construction in the area is complete, a traffic survey will be conducted on Mississippi Strasse to determine the feasibility of making it a two way street.

**Wiesbaden Army Airfield**  
**Town Hall Meeting July 22, 2010**  
**Questions and Answers**

Q1. Can we have portable air conditioners, protect muddy house, and noise?

A1. No

Q2. Could we see about getting a turnstile/ pedestrian entry/exit at the old/temporary gate in Mainz-Kastel housing/TMP Base? We don't want to walk all the way across the base just to exit post.

A2. The garrison will pursue the installation of a pedestrian only exit turnstile at the proposed location and if economically viable, will build this into the annual work plan.

Q3. Assigned parking on WAAF and guard parking?

A3. There is one space assigned for each family apartment on WAAF, will re-look and review with Building Coordinators marking policy (Housing). At the Town Hall, DES said they would instruct the Ponds Guards not to use family housing parking.

Q4. Parking by CDC?

A4. Sufficient parking has been made available and compliance being monitored to reduce violations

Q5. There is too much sun because there aren't any shade trees. There are weird people walking outside the fence looking in at the area. Don't think it is the best way to spend our money. The new set is not good for young children. The metal slide gets too hot. Is there a better location for the new playground on Mainz-Kastel?

A5. This location was reviewed and other alternatives were considered. We resolved that there was not a better location given location of other activities on Mainz-Kastel Housing Area. Subject to funds availability a screen will be installed to minimize view from pedestrians and traffic outside fenceline.

Q6. Was the Building 1258 coordinator told about the new parking spots?

A6. The building coordinator was informed, but this will be reviewed again with each.

Q7. Some sidewalks are not stroller or wheelchair friendly. Are the WAAF sidewalks going to be repaired?

A7. Roads and sidewalks and building entrances are being reviewed and prioritized to assure handicap or stroller access. Much of our Fiscal Year 2010 discretionary funding for facility projects has been spent correcting more critical facility access.

Q8. Is there a plan for yellow recycling bag pickup on WAAF?

A8. We have discontinued use yellow cans on WAAF. This was business decision and complies with German and U.S. refuse management policy. We do offer voluntary yellow bag pick-up in WAAF housing areas. Yellow bags are available from Self-Help store. If these are used then yellow bags with properly sorted yellow bag material should be placed near refuse containers in morning of normal pick-up day (normally first German business day of week). This will be picked up by garrison personnel and properly deposited in yellow material containers.

Q9. Assigned parking on WAAF and guard parking?

A9. The issue of parking for the guards has been addressed. They should not be parking in residents designated parking spaces. If a guard does park in a resident space, please notify the Military Police Desk at mil 337-5096 or civ (0611) 705-5096.

Q10. Parking by Child Development Center?

A10. Parking at the CDC has been adjusted to allow some parking on the front side of the building to allow parents to pick up and drop off. The only authorized parking on that side of the building has been marked. Parents are not allowed to park in the handicap space, unmarked areas in front of the CDC, or residents designated parking. If you witness a violation please call the Military Police Desk at mil 337-5096 or civ (0611) 705-5096 if you witness a violation. Please provide the desk sergeant the license plate number and description of the vehicle, description of the person driving if possible, type of violation and the time of the violation.

Q11. What can we do to educate the Child Development Center parents on parking in front of the CDC at the South Gate?

A11. This issue has been briefed at the Community Information Brief, published in the Herald Union, and addressed on AFN radio, and there is a frequently run radio commercial.

Q12. Can a Military Police come and stand outside the Child Development Center at the South Gate?

A12. It is possible to have a Military Police office in the area of the CDC during peak drop off and pick up times most of the time. There will be days, especially after school starts, that there will be no MP patrols available to sit at the CDC.

Q13. Can we call in the license plate numbers of POVs that are violating parking regulations at the South Gate CDC?

A13. Yes. Call the MP Desk at mil 337-5096 or commercial (0611) 705-5096 if you witness a violation. Please provide the desk sergeant the license plate number and description of the vehicle, description of the person driving if possible, type of violation and the time of the violation.

Q14. Will there be designated parking for the Contract Security Guards at the South Gate?

A14. The issue of parking for the guards has been addressed. They should not be parking in residents designated parking spaces. If a guard does park in a resident space, please notify the Military Police Desk.